

**COMMUNITIES IN SCHOOLS OF KALAMAZOO**  
**POSITION DESCRIPTION**  
**JULY, 2015**

**Position Title: DATA, TRACKING AND QUALITY COORDINATOR**

**Reports To: DIRECTOR OF QUALITY AND EVALUATION**

**Full-Time Salaried Position, Exempt**

**POSITION SUMMARY:**

Assists Communities In Schools of Kalamazoo with effective and timely compilation and utilization of data to make sound decisions regarding student needs and services, volunteer recruitment, deployment and retention and donor support and cultivation. Under the direction of the Director of Quality and Evaluation, provides guidance and support to site teams and Directors in the correct entry of information in various data systems, using the systems for monitoring and reporting and making corrections. Assists in developing and implementing standard processes and operating procedures that allow CIS to fully implement the Integrated Student Services (ISS) model, using the Total Quality Standards (TQS) developed by National CIS as a framework and fulfill all grant requirements. Assists in tracking and evaluation tasks of all programs of the organization under the guidance of the Director. Responsible for assuring guidance, support and training/coaching for data entry and supporting data collection and reporting activities for Directors in respective assigned areas.

**WORKING CONDITIONS:**

Typical office working conditions, where there is no physical discomfort due to temperature, dust, noise, and the like. Some lifting required for obtaining, transporting, and storing office supplies and equipment, 15 pounds. The ability to work independently and perform word-processing, data input, compiling reports, generating correspondence, and the operation of other office equipment required. Requires driving between locations—school settings, agency settings, businesses; Michigan driver's license and the availability of a vehicle required with the capacity to obtain automobile insurance and adequate coverage. Must be able to work occasional evenings, weekends, and/or early mornings in order to cover work responsibilities. Must complete requirements for a criminal background check. Must be able to regularly observe other staff using the data systems to provide corrective feedback as well as the ability to hear questions and comments by users who need training and coaching on the spot.

**DUTIES AND RESPONSIBILITIES:**

- With the guidance of the Director, oversees and maintains the utilization of multiple data bases including CISDM, EZ, V-Squared and Raiser's Edge as well as utilizing Microsoft Excel for tracking students, services, volunteers, donors, and providers.
- Trains others to effectively utilize the software for tracking, monitoring, reporting and analyzing; monitors their compliance and effective use. Makes recommendations to Directors on needs for improvement.
- Provides assistance to the Director in the evaluation of all initiatives of the organization, including the use of various evaluation instruments, training and coaching staff in utilizing various assigned tools.
- Helps to develop and distribute effective written and oral reports and presentations of findings to appropriate stakeholders at each stage of programs throughout the year.
- Assists in the development, preparation, and standardization of reports, forms, surveys, and procedures/instructions. Helps to assure organizational compliance with TQS standards for all such documents.
- Monitors the quality and accuracy of data and assists with correction and clean-up activities prior to submission to external sources. Analyzes and interprets project data as needed.
- Handles and maintains confidential information in accordance with confidentiality policy and ethical practices. Assists the Director in establishing effective data security procedures, trains staff in those procedures and monitors ongoing compliance.
- Demonstrates exceptional organizational abilities including prioritizing among multiple tasks, maintaining an effective work-flow across a week, month, or other period. Able to function independently.

- Able to effectively use various software programs including but not limited to Microsoft Word, Excel, Outlook (electronic mail), Publisher, Power Point, Access, etc., and National CIS Data Management tools. Adept at learning the use of new data bases such as Raisers Edge or others.
- Communicates effectively with various stakeholders using a variety of methods, written, verbal, electronic mail, telephone, face-to-face. Capable of instructing and coaching others, individually, in small groups and in presentations to larger audiences.
- Exceptional ability to interact effectively with a variety of CIS stakeholders including staff, students, families, providers, Board members, businesses, donors, etc. Strong customer service orientation.
- Exhibits a commitment to the values expressed in CIS mission and vision and creates and maintains a positive CIS image. Demonstrates the ability to interact in a positive and helpful manner with all customers both internally and externally. Reflects commitment to building a supportive work environment and maintains a positive attitude at the work place and toward his/her job. Demonstrates strong teamwork knowledge, leadership, and behavior.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Bachelor's degree in education, health, or human services experience preferred. Excellent data-entering skills with demonstrated attention to detail and accuracy. Able to teach/coach others. Previous experience in data analysis and reporting preferred.
- Requires experience with Microsoft Windows or similar operating system, including use of Microsoft Word, Excel, Power Point and Microsoft Publisher: knowledge of Microsoft Access highly desirable. Experience with other data base software and demonstrated capacity to use the software for data entry, data analysis and reporting.
- Sound math skills and experience with office-based computation functions. Experience with databases and with the ability to produce tracking reports in an understandable manner—graphs, charts, analyses, etc.
- Excellent communication skills required, including oral, written, and interpersonal skills to interact with leadership, public, co-workers, volunteers, clients, and others. Ability to independently develop routine reports and correspondence.
- Mature judgment, integrity and reliability and the ability to manage shifting demands and priorities in a calm, effective manner. Ability to take initiative to complete tasks independently and/or to seek direction or clarification when needed.
- Ability to read, comprehend, and transmit written or verbal detailed and complex instructions in order to plan and perform job responsibilities according to deadlines and other requirements.

**The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. For consideration, please submit your letter of interest and a current resume, by July 29, 2015 to: [dkievit@ciskalamazoo.org](mailto:dkievit@ciskalamazoo.org)**

